

Worldwide “Internet Kiosk Browser“

Analysis

Eckhard Reimann, ERCM (Germany)

(<http://www.ERCM.de>)

April 2005

Worldwide “Kiosk Browser Products“ Analysis

Worldwide Internet Kiosk Browser Analysis identifies the “Sitekiosk“ kiosk software as a leading and comprehensive software solution for public access computers and Internet terminals.

Personal computers usually belong to their users and provide them with access to all functions and applications. However, at public access (Internet) terminals users will only have access to contents the operator of the terminal wants them to access. All other functions and applications will be restricted. In addition, the terminal operators may want the kiosk run for a long time without any human intervention, which would require a software providing a high level of security as well as extensive control management.

In an effort to protect their kiosk terminals against manipulation by the users, a lot of providers have developed specific kiosk browser software products. Forty-four providers of these software products for public access computers and Internet terminals have been asked for information about functionality, price structure, installations and awards for their products during the year 2004 – they are

- 15 companies from the USA
- 10 companies from Germany
- 7 companies from Canada
- 5 companies from UK
- 2 companies from Scandiavia
- and 1 company each from Australia, Lithuania, Austria, Slovenia, and South Korea

With a return rate of about 70 percent, participation in this survey was extremely high. The software products of the companies who did not respond to our request were included in the analysis by means of the information provided on the companies' Web sites.

Target of the analysis:

The target of the analysis was to provide decision makers with an overview of all kiosk browser products available in the marketplace and to score them by their functionality, price, service, and popularity. Forty-four providers of relevant kiosk software products have been asked, 14 of them have not been considered due to the following criteria for participation or due to missing information.

Criteria for participation:

The following criteria had to be met by the providers and their products:

1. **Kiosk Browser Product**

The software product has to be a real kiosk browser. The main prerequisite is that the software can display Internet contents or Web Sites and has been developed mainly to be used on public access computers and kiosk terminals. The software also ensures that a user cannot manipulate the computer.

2. **Enhancements to the Software** (up-to-date version)

For long-term projects it is necessary for software developers to react to new market environments. Therefore, products that have not been actively developed for an extended period of time (last release version is older than 1 year) were not considered.

3. **English language version**

Products not available in the English language were not considered.

4. **Software Development**

Companies were not considered unless they developed the listed software products in their own company. Example: The products "i-Table", "Surf-Timer", and "Webfinancer" are quite the same product as the one marketed by Kiosk Logix under the brand name "Netstop PRO."

Evaluation Criteria:

Selecting the evaluation criteria including the assignment of points always represents a difficult task when performing a study. The criteria must always be objectively comprehensible to everyone and must not be based on mere personal taste.

Therefore, subjective criteria, e.g. the appearance of the user interface, the product design, and general impressions of the software were consciously excluded from this study.

Apart from the product and its popularity, the service offered by the product providers was examined as well.

1. Software

After sifting through the different products, we adopted the function / features most frequently mentioned by all providers as our evaluation criteria. Additional points were rewarded for the provision of a test version, as running tests before employing the software will considerably reduce the risk of buying the wrong product.

2. Costs

For the sake of simplicity, this column only considers the license cost for 1 software unit.

3. Popularity

A product honored with awards and several thousand installations has obviously managed to prove itself on the market, which to potential decision-maker, means a higher level of investment security in selecting a particular product.

4. Service

We examined how quickly the company reacted to requests for information and how it helped their customers to solve their problems both online and offline.

Ranking: Winner of the Analysis:

Based on the points rewarded to the analyzed products, we determined the following ranking after evaluating the products' performance:

- 1. Product:** SiteKiosk 6.0
Provider: PROVISIO, LLC, USA / PROVISIO GmbH, Germany
Points: 28

The analysis proves that Sitekiosk stands out as the most extensive software solution for public access computers and Internet terminals. The product SiteKiosk has been consistently developed and enhanced by PROVISIO since 1997. What is more, its exceptional security concept of the software makes user manipulation under Win2K/XP almost impossible. SiteKiosk's extensive remote maintenance capabilities complete the concept. With more than 70,000 installations, Sitekiosk is also the most popular kiosk browser solution.

- 2-a Product:** Netstop PRO 4.0
Provider: Kiosk Logix, Inc., USA
Points: 22

Netstop PRO is a complete, secure, reliable, and highly customizable software solution for public access terminals. Netstop PRO is used in more than 15.000 installations.

- 2-b Product:** Limnor 3.3
Provider: Longflow Enterprises Ltd., Canada
Points: 22

The analysis proves Limnor to be the first generic purpose no-coding programming system in the world. It can be used to create software without using computer languages; it opens the door of computer programming to a much broader population. Limnor is also unique as kiosk software providing built-in support for multi-lingual kiosks.

- 4-a Product:** InterCafe 2004
Provider: blue image GmbH, Germany
Points: 21

InterCafe is a powerful professional solution for the management of Internet Cafes allowing you to manage any number of clients from one central server; InterCafe is used by more than 2,500 German Internet cafes. The kiosk version automatically integrates InterCafe Server AND Client, providing the same functionality as the InterCafe Server/Client version, just all on the same PC.

- 4-b Product:** Logina Kiosk Software
Provider: Logina d.o.o., Slovenia
Points: 21

Logina Kiosk Software allows you to create both webbased and Non-webbased kiosk applications. The Logina Kiosk Designer & Player differs from software products provided by other vendors in the way how Web-based data, information and services can be integrated and combined with other standard multimedia data and documents. Use the Logina kiosk software to place multiple "browser wrapper" objects (Web objects) on your kiosk screen. Furthermore, Web objects can be placed together with other objects.

#	Rank	Company	Product	Software	Costs	Popularity	Service	Total
1	1	PROVISIO	SiteKiosk	19	2	3	4	28
2	2-a	Kiosk Logix	Netstop PRO	18	0	1	3	22
3	2-b	Longflow Enterprises	Limnor	16	2	0	4	22
4	4-a	blue image	InterCafe 2004	13	2	2	4	21
5	4-b	Logina	Logina Kiosk Software	15	2	1	3	21
6	6-a	get2gate	coinbox	15	1	1	3	20
7	6-b	KING Products and Solutions	KINGnet Kiosk Software	17	0	1	2	20
8	6-c	MediaSolution	MediaTouchWeb	18	1	1	0	20
9	6-d	Netkey	Netkey Creator	16	0	3	1	20
10	10-a	Kudos Digital Group	KUDOS	14	1	2	2	19
11	10-b	Nanonation	E3, CommandPoint, NanoPoint	17	0	1	1	19
12	12	friendlyway	secure browser	14	2	1	1	18
13	13-a	Analytical Design Solutions	KioWare	12	2	1	2	17
14	13-b	Info Touch Technologies	Surfnet Premiere / Express	13	0	1	3	17
15	15-a	NetShift	NetShift Solution	10	0	2	3	15
16	15-b	WireSpring Technologies	Firecast	12	1	1	3	15
17	17-a	DynaTouch	TIPS Kiosk Management Suite	12	1	1	0	14
18	17-b	Opera Software	Opera Kiosk Mode	7	2	1	4	14
19	17-c	Simpliciti.biz	Simpliciti Locked Browser	8	2	1	3	14
20	20-a	CyberD (UK).com	Cyt-Lox 2005	8	1	1	3	13
21	20-b	Rocky Mountain Multimedia	Kiosk-in-a-Box	12	0	0	1	13
22	22	BERATA	st@geMaster surfterminal	9	1	1	1	12
23	23-a	Arlington Technology Pty	Arlington Kiosk Browser	7	2	0	2	11
24	23-b	NetBooth	KIOSKSOFTWARE	8	1	1	1	11

		Company	Product	Software	Costs	Popularity	Service	Total Score
25	23-c	WebRaiser Technologies	TSS	8	0	1	2	11
26	23-d	Working Solutions (Creative IT)	Acquire	7	0	0	4	11
27	27	St. Clair Interactive International	Kiosk Administrator, WEB Wrap	6	0	2	2	10
28	28	Apunix Computer Services	WebKiosk, Kiosk Engine	6	0	2	1	9
29	29	IDS Engineering	Xpedient	5	0	0	3	8
30	30	QCL Solutions	Secure Internet Browser	6	0	0	0	6

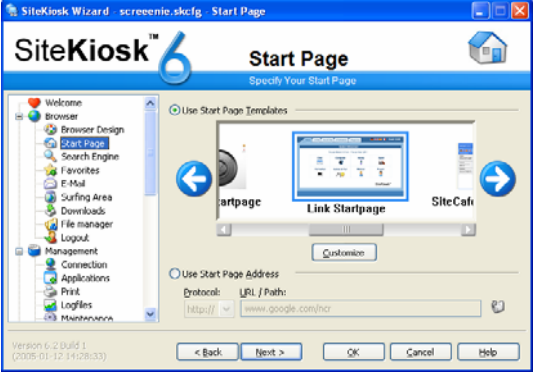
Eckhard Reimann


... is an independant consultant for successful kiosk marketing (www.ERCM.de) and responsible for E-Kiosk within the Bundesverband Digitale Wirtschaft (BVDW) e.V. (www.bvdw.org), he has been active with the computer company Unisys Germany for marketing and sales for 28 years. He has been chairman of the jury for kiosk systems and interactive space installations within the German Multimedia Awards, he has acted as chairman for some kiosk conferences (SMARTKIOSK in Berlin (Germany), KIOSKS Europe Forum in Dublin (Ireland) and KIOSK World Asia in Singapore) – and last, but not least, he is the author of more than 1,000 publications on self-services, customer relation management, multi channel management, financial services, and retailing.

Evaluation Criteria


Evaluation Criteria	Software (19 Points)	Online Demo Version	max. 2 points 2 Points: direct download possibility 1 Point: Download only indirect after registration (not immediately) 0 Point: not available
		Features	max. 8 points 1 Point: Configuration Tool 1 Point: Browser Design adjustable 1 Point: integrated OnScreen Keyboard 1 Point: Video/Photo Mail 1 Point: Webpage Blocking Functions / URL Filtering 1 Point: integrated secure E-Mail Client 1 Point: Attraction Screen / Screensaver Management 1 Point: Automatic, tamper-proof Dial-Up
		Languages	max. 1 point 1 Point: English + at least 1 further language 0 Point: English only
		Pay per Use	max. 2 points 1 Point: Credit Card Reader and Billing Support 1 Point: Bill and Coin Acceptor Support 0 Point: no Pay per Use Functions
		Remote Monitoring / Usage Statistics	max. 3 points 1 Point: Live Remote Monitoring and Control (e.g. Heartbreak) 1 Point: Rudimentary Remote Monitoring available 1 Point: Usage and/or Sales Statistics available 0 Point: not available
		Security	max. 3 points 1 Point: Browser and Operating System Lockdown 1 Point: Software Recovery Function in the event of program crash 1 Point: Keyboard Filtering (STRG-Alt-Del) under Win2K/XP 0 Point: no special security functions available
	Costs (3 Points)	License Price	max. 2 points 2 Points: < \$/€ 100 per license 1 Point: < \$/€ 250 per license 0 Point: > \$/€ 250, no quotation on Website
		Price for Support	max. 1 point 1 Point: Support is generally free or included in license price 0 Point: with costs, no Information
	Popularity (3 Points)	Installations	max. 2 points 2 Points: > 25.000 Installations 1 Point: > 1.000 Installations 0 Point: < 1.000, no Information
		KIOSKS Awards of KioskCom or KIOSK Magazine	max. 1 point 1 Point: Award received 0 Point: no Award
	Service (4 Points)	Support Case Scenario	max. 2 points 2 Points: Answer within 24 hours. 1 Point: Answer after more than 24 hours 0 Point: no Answer
		Online Support (Documentation/FAQ/Support Sides/Forum)	max. 2 Points 2 Points: detailed Support Sides 1 Point: specifically Support E-Mail or Support Formular 0 Point: no References about Support available
	Maximum Total Score		29 Points

ERC
Kiosk Browser Analysis

1	Product Informationen	Evaluation		Information	
	PROVISIO GmbH, LLC	Criteria	Points	<p>SiteKiosk Software for Public Access Terminals</p> <p>SiteKiosk allows you to individually control access to Web sites, your operating system, your system settings, and your applications. SiteKiosk will protect your computer against any manipulation from the time of booting until you shut the machine down again.</p> <p>SiteKiosk's pay-per-use function makes it possible for you to charge your users for using your systems by implementing coin checkers, bill readers, credit cards or PrePaid PIN codes.</p> <p>The included configuration tool (see Screenshot) makes it easy to configure your system without requiring you to be entirely familiar with the application or to have any programming skills.</p> <p>Developers can use SiteKiosk's object model to create their own individual kiosk solutions. The SK object model expands the JavaScript set of commands by objects, methods, events, and properties specifically designed for kiosk systems.</p> <p>Further highlights: Juvenile protection filter with auto update feature, video and photo e-mail, second monitor support, CD burning capability, Internet café manager, download manager, file manager, touch screen support, and an extended remote monitoring solution.</p> <p>Source of Information: WebSite & answers to several individual questionnaires</p>	
		Software	19		
	Product Name	SiteKiosk	Demo Version		2
			Features		8
	Company Office	USA & Germany	Languages		1
	Homepage	http://www.sitekiosk.com/	Pay per Use		2
	E-Mail:	contact@provisio.com	Remote Monitoring		2
			Security		3
	Version	6.2	Usage Statistics		1
	Actual Release	08/2004	Costs		2
	Installations	>70.000	License Price		1
	Supported OS	Windows 98, ME, XP, 2000	Free Support		1
	Trial Version	available	Popularity		3
	Min. Price	Euro 149 (NonProfit: Euro 79)	Installations		2
	Demo version: http://www.sitekiosk.com/download/sitekiosk6.exe		Kiosk Awards		1
		Service	4		
		Support Case Scenario	2		
		Online Support	2		
	Total Score	28			

2-a	Product Informationen	Evaluation		Information	
ERC Kiosk Browser Analysis	Kiosk Logix, Inc.		Criteria	Points	NetstopPro Secure Kiosk Software NetstopPro is a complete, secure, reliable, and highly customizable software solution for public access terminals: Web Stats Database - Ease of Use - Send Photo view & email – smart media reader support - Bonus Time (ex. Buy 3 get 1 free) - MS Word & Excel support - Advertising functionality - Built-in hardware device for payment - supports 20 custom applications - Charge for printing / accounting for each page printed.
	Product Name NetstopPro		Software	18	
			Demo Version	2	
			Features	8	
	Company Office	USA	Languages	1	
	Homepage	http://www.kiosklogix.com	Pay per Use	2	
	E-Mail:	info@kiosklogix.com	Remote Monitoring	2	
			Security	2	
	Version	4.0	Usage Statistics	1	
	Actual Release	12/2003	Costs	0	
	Installations	>15.000	License Price	0	
	Supported OS	Windows XP, 2000	Free Support	0	
	Trial Version	available	Popularity	1	
	Min. Price	US-\$ 295	Installations	1	
Demo version: http://www.kiosklogix.com/download.htm		Kiosk Awards	0		
		Service	3		
		Support Case Scenario	2		
		Online Support	1		
Product is also known and branded as: <ul style="list-style-type: none"> • WebFinancer (http://www.heddier.com) • Surf-Timer (http://www.surf-timer.com) • I-table (http://www.i-table.com) Source of Information: WebSite & answers to several individual questionnaires		Total Score	22		

ERCM
Kiosk Browser Analysis

2-b	Product Informationen		Evaluation		Information	
	Longflow Enterprises Ltd.		Criteria	Points	<p>Limnor</p> <p>Limnor is the first generic purpose no-coding programming system in the world. It can be used to create computer software without using computer languages - It opens the door of computer programming to a much broader population. With it, almost anyone can do computer programming. Programming is no more complicated than using dialy office software. Sales persons, office workers, business persons, ..., can make their own vivid presentations, data managing applications, kiosk applications, ..., without hiring extra software engineers.</p> <p>It is a new bridge between computers and users. Now non-technically oriented users can use computers in new ways and gain a greater control of their PCs - It is a system made for unlimited expansions / customizations by any software developer, not just by the maker of this system. It is a new platform for professional software developers, using computer languages, to deliver their products to non-technically oriented users and let the users use their products in new ways -</p> <p>Limnor maybe the only kiosk software providing built-in support for multi-lingual kiosks: Limnor is unique in that the Limnor users may translate the Limnor into any languages. That is, all Limnor UI can be translated into other languages by the users.</p>	
	Product Name Limnor		Software			16
			Demo Version			2
			Features			8
	Company Office	Canada	Languages			1
	Homepage	http://www.limnor.com	Pay per Use			1
	E-Mail:	info@limnor.com	Remote Monitoring			1
			Security			2
	Version	3.3.1887.36086	Usage Statistics			1
	Actual Release	01/2004	Costs			2
	Installations	> 250	License Price			1
	Supported OS	Windows XP, NT,2000, 2003	Free Support			1
	Trial Version	available	Popularity			0
	Min. Price	US-\$ 199	Installations			0
	Demo version: http://www.limnor.com/downloads/fullcd/limnor.msi		Kiosk Awards			0
Service			4			
Support Case Scenario			2			
Online Support			2			
<p>Source of Information: WebSite & answers to several individual questionnaires</p>		<p>Total Score</p>		<p>22</p>		


4-a	Product Informationen		Evaluation		Information
ERCM Kiosk Browser Analysis	blue image GmbH		Criteria	Points	InterCafe 2004 InterCafe 2004: Security functions for IE. Combination with WebBlock software (juvenile protection). Bistro function, e-mail function with integrated WebCam, SMS and chat. Member card function, Coin system, global LoginCode System. InterTerminal: browser-oriented solution. security against manipulations. Special versions for bank institutes (to allow customers to access the Internet via EC card). 
	Product Name InterCafe 2004		Software	13	
			Demo Version	2	
			Features	4	
	Company Office	Germany	Languages	1	
	Homepage	http://www.blueimage.de	Pay per Use	1	
	E-Mail:	info@blueimage.de	Remote Monitoring	1	
			Security	3	
	Version	2004.0.48	Usage Statistics	1	
	Actual Release	02/2005	Costs	2	
	Installations	> 30.000	License Price	1	
	Supported OS	Windows 98, ME, NT, XP, 2000	Free Support	1	
	Trial Version	available	Popularity	2	
	Min. Price	Euro 140	Installations	2	
	Demo version: http://www.intercafe-software.de/download/ServerSetup_Kiosk.exe		Kiosk Awards	0	
Service			4		
Support Case Scenario			2		
Online Support			2		
Source of Information: WebSite & answers to several individual questionnaires		Total Score	21		


ERCM


Kiosk Browser Analysis

4-b		Product Informationen		Evaluation		Information		
Logina d.o.o.				Criteria	Points	Logina Kiosk Software Logina Kiosk Software consists of program modules to run on kiosks and programs to run in your maintenance center. Use Logina Kiosk Software to create both webbased and non-webbased Kiosk applications. Logina Kiosk Designer & Player differs from software provided by other vendors in the way Web-based data, information, and services can be integrated and combined with other standard multimedia data and documents. Logina Kiosk Software supports the placement of multiple "browser wrapper" objects (WEB objects) on one kiosk screen. Furthermore, WEB objects can be placed together with other objects like: USB cameras, texts, videos, sounds, video conferencing (Net-meeting ®), e-mails, editable text boxes, buttons.		
				Software	15			
		Product Name	Logina Kiosk Software	Demo Version				1
				Features				7
		Company Office	Slovenia	Languages				0
		Homepage	http://www.logina.net	Pay per Use				1
		E-Mail:	logina@logina.net	Remote Monitoring				2
				Security				3
		Version	4.0	Usage Statistics				1
		Actual Release	03/2005	Costs	2			
		Installations	> 1.000	License Price				1
		Supported OS	Windows XP,2000	Free Support				1
		Trial Version	available	Popularity	1			
		Min. Price	Euro 150	Installations				1
				Kiosk Awards				0
Demo version: http://www.logina.net/download/eng/index.php		Service	3					
		Support Case Scenario		1				
		Online Support		2				
Source of Information: WebSite & answers to several individual questionnaires				Total Score	21			

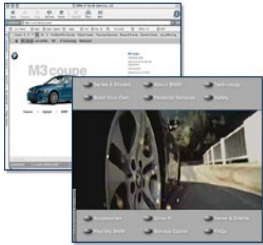



6-a	Product Informationen		Evaluation		Information
ERCM Kiosk Browser Analysis	get2gate GmbH		Criteria	Points	coinbox coinbox is a complete around-the-clock public terminal application - Operating a PC-based kiosk system becomes child's play with our time-tested solutions - get2gate delivers with coinbox proven, reliable solutions for Internet, network gaming, office, informational and multimedia terminals - coinbox's innovative security and billing software insures that tampering with the computer is a thing of the past .
	Product Name coinbox		Software	15	
			Demo Version	1	
			Features	6	
	Company Office	Germany	Languages	1	
	Homepage	http://www.coinbox.de	Pay per Use	2	
	E-Mail:	info@coinbox.de	Remote Monitoring	1	
			Security	3	
	Version	4.0.0.160	Usage Statistics	1	
	Actual Release	02/2005	Costs	1	
	Installations	> 1.000	License Price	0	
	Supported OS	Windows XP, 2000	Free Support	1	
	Trial Version	available	Popularity	1	
	Min. Price Euro 659 Demo version: http://www.coinbox.de/de/software/demo/getdemo.asp		Installations	1	
			Kiosk Awards	0	
Service			3		
Support Case Scenario			2		
Source of Information: WebSite & answers to several individual questionnaires		Total Score	20		

6-b	Product Informationen		Evaluation		Information
ERC M Kiosk Browser Analysis	KING Products and Solutions Inc.		Criteria	Points	KINGnet™ Kiosk Software KINGnet™ Kiosk Software is a kiosk platform that supports multiple solutions and applications. This highly flexible, configurable, robust, secure platform can work in stand alone or in networked environments. The simple do-it-yourself content editing and management enables rapid changes, updates and customization. KINGnet™ Kiosk Software provides an easily customizable, intuitive graphical user interface, designed for touch screen interaction in public spaces. The KINGnet™ Kiosk Software is designed for unattended 24/7 operation. Functionalities available include: Advertising, Internet Access, Email, Digital Postcard, Telephony, VoIP, Video conferencing, Bill Payment, Coin Payment, Pre-Paid Airtime, Pre-Paid card management, Gift Card, Wayfinding, Product Locator, Directories, etc...
	Product Name KINGnet™ Kiosk Software		Software	17	
			Demo Version	0	
			Features	8	
	Company Office	Canada	Languages	1	
	Homepage	http://www.kingproducts.com	Pay per Use	2	
	E-Mail:	info@kingproducts.com	Remote Monitoring	2	
			Security	3	
	Version	5.0	Usage Statistics	1	
	Actual Release	01/2005	Costs	0	
	Installations	> 1.000	License Price	0	
	Supported OS	Windows XP pro, XPe ,2000	Free Support	0	
	Trial Version	not available	Popularity	1	
	Min. Price	US-\$ 300	Installations	1	
	Demo version: not available		Kiosk Awards	0	
Service			2		
Support Case Scenario			1		
Source of Information: WebSite & answer to individual questionnaire		Total Score	20		


6-c	Product Informationen		Evaluation		Information
ERCIM Kiosk Browser Analysis	MediaSolution, Inc.		Criteria	Points	MediaTouchWeb (MediaMax 2000 L-Version) The MediaTouchWeb system allows for touch screen operation without a mouse to access the Internet in public places. This system provides a variety of information such as company introductions, tourism information, publicity, and the latest news. In particular, the system can limit access to sites as desired, and provides interactive functions and a virtual keyboard in Korean and English. Power is remote-controlled and a time scheduling function is provided, creating a superior product to foreign competition. Some of the newly added features last year include: (a) supporting (or reporting to) multi-servers for remote management and reporting, (b) more than 20 scripts added last year for more advanced functionality, (c) able to auto-adjust the file transferring bandwidth depending on the network traffic, (d) capturing screen shot and the user (if web camera is available) if any error occurred. MediaSolution's Auto Prescription Service System has been nominated as finalist for the "4 th Annual KioskCom.com Interactive Kiosk Excellence Award 2005" in the category "Best Kiosk Software (Toolkit)"-
	Product Name	MediaTouchWeb	Software	18	
			Demo Version	1	
			Features	8	
	Company Office	South Korea	Languages	1	
	Homepage	http://www.mediasol.co.kr/english	Pay per Use	2	
	E-Mail:	kiosk@mediasol.co.kr	Remote Monitoring	2	
			Security	3	
	Version	???	Usage Statistics	1	
	Actual Release	xx/2004	Costs	1	
	Installations	> 1.000	License Price	0	
	Supported OS	Windows 98, XP, ME, 2000	Free Support	1	
	Trial Version	available	Popularity	1	
	Min. Price	???	Installations	1	
	Demo version: http://www.mediasol.co.kr/english/support/reg_demoeng.htm		Kiosk Awards	0	
Service			0		
Support Case Scenario			0		
Online Support			0		
Source of Information: WebSite & answers to several individual questionnaires		Total Score	20		

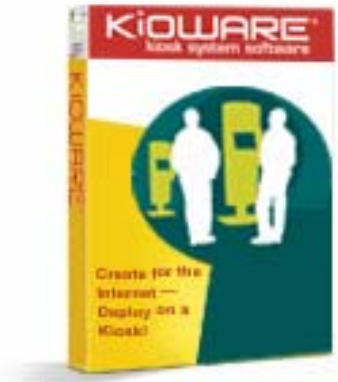
ERC
Kiosk Browser Analysis

6-d	Product Informationen		Evaluation		Information
	Netkey, Inc		Criteria	Points	<p>Netkey Solutions Extending your business to reach more customers, prospects, employees, and partners</p> <p>Kiosk interface design, secure browser interface, URL restrictions, keyboard & mouse lockdown, peripheral integration and scripting, attract loop development, time out screens, activity and usage logging and reporting - Common software platform supports multiple applications and devices in the retail enterprise for ease of maintenance and extensibility - Rapid deployment for faster time-to-market and increased ROI - Purpose-built to address the critical needs and unique requirements of the in-store channel - Market-proven, packaged and supported software for reliability, scalability and peace-of-mind - Complete control over all aspects of your store systems for maximum operational flexibility and reduced IT burden - Modular software approach that can expand as your business needs grow - While the Netkey Creator Studio design software tool only supports English, the kiosk browser application runtime built using Netkey can be deployed in multiple languages, including Unicode and double-byte character sets - There is built-in integration with most popular credit card readers in Netkey Creator Studio. In addition, the scripting tool in Netkey Creator Studio allows a designer with basic programming skills to easily custom build software integration with virtually any peripheral device. The Netkey software securely passes credit card information to e-commerce and transaction processing systems - The Netkey monitoring solution - Netkey Manager - works hand-in-hand with Netkey Creator Studio and provides for scheduled and automatic software and file transfers and downloads, patches, as well as content and interface updates - The Netkey kiosk runtime software can be re-booted remotely through Netkey Manager.</p> <p>Netkey Creator Studio v. 6.2 has been nominated as finalist for the "4th Annual KioskCom.com Interactive Kiosk Excellence Award 2005" in the category "Best Kiosk Software (Toolkit)"-</p>
	Product Name Netkey Creator Studio v.6.2		Software	16	
			Demo Version	1	
			Features	6	
	Company Office	USA	Languages	1	
	Homepage	http://www.netkey.com	Pay per Use	2	
	E-Mail:	info@netkey.com	Remote Monitoring	2	
			Security	3	
	Version	6.2	Usage Statistics	1	
	Actual Release	05/2004	Costs	0	
	Installations	>30.000	License Price	0	
	Supported OS	Windows 98, XP, NT, 2000	Free Support	0	
	Trial Version	available	Popularity	3	
	Min. Price	no info	Installations	2	
	Demo version: http://www.netkey.com/resources/downloads/index.htm		Kiosk Awards	1	
Service			1		
Support Case Scenario			0		
Online Support			1		
 <p>Source of Information: WebSite & answers to several individual questionnaires</p>		Total Score	20		

10-b	Product Informationen		Evaluation		Information
ERC M Kiosk Browser Analysis	Nanonation, Inc		Criteria	Points	<p>E3, CommandPoint, NanoPoint</p> <p>On-the-go Internet access</p> <p>Dynamic multimedia architecture, integration with backend systems such as CRM, databases, etc., monitoring and reporting services. This is a superior solution to a "shrink-wrapped" software package, and offers significantly more power than a shrink-wrapped package and includes tailored development, monitoring, reporting and support services. nanonation's turnkey access points deliver a complete Internet access solution including:</p> <ul style="list-style-type: none"> • Localized interface and content • Software licensing • Computer hardware • Enclosure • Remote monitoring • On-going service and support
	Product Name E3, CommandPoint, NanoPoint		Software	17	
			Demo Version	0	
			Features	8	
	Company Office	USA	Languages	1	
	Homepage	http://www.nanonation.net	Pay per Use	2	
	E-Mail:	sales@nanonation.net	Remote Monitoring	2	
			Security	3	
	Version	3.0	Usage Statistics	1	
	Actual Release	01 / 2005	Costs	0	
	Installations	> 10.000	License Price	0	
	Supported OS	Windows XP, Mac OS X	Free Support	0	
	Trial Version	not available	Popularity	1	
	Min. Price	US-\$ 400	Installations	1	
	Demo version: not available		Kiosk Awards	1	
Service			1		
Support Case Scenario			1		
Online Support			0		
<p>Source of Information: WebSite & answers to several individual questionnaires</p>		Total Score	19		


ERC
Kiosk Browser Analysis


12	Product Informationen		Evaluation		Information
ERC Kiosk Browser Analysis	friendlyway AG, friendlyway Inc.		Criteria	Points	secure browser easy and individual change of the layout without programming - Cooperation with friendlyway composer Software: integration of various media elements and exe files without programming (e.g. live tv as screensaver) - complete time processing of all functions - variable division of the screen into interactive browser area and passive media area – user configuration very easy to use due to modern WIN XP GUI guidelines - easy to activate content and security functions - the friendlyway secure browser software is now equipped with “active skin” technology - this totally new technology makes it possible to easily adapt the user elements to the company’s design - The new friendlyway secure browser can really show its strengths when integrating media content. Working together with the friendlyway composer you can, for example, call-up a live TV screen saver.
			Software	14	
	Product Name	secure browser	Demo Version	2	
			Features	8	
	Company Office	Germany & USA	Languages	1	
	Homepage	http://www.friendlyway.com	Pay per Use	0	
	E-Mail:	info@friendlyway.com	Remote Monitoring	1	
			Security	1	
	Version	6.1	Usage Statistics	1	
	Actual Release	01/2005	Costs	2	
	Installations	> 1.000	License Price	1	
	Supported OS	Windows XP, 2000	Free Support	1	
	Trial Version	available	Popularity	1	
	Min. Price	Euro 126	Installations	1	
	Demo version:		Kiosk Awards	0	
http://www.friendlyway.de/Downloads/securebrowser610/securebrowser.exe		Service	1		
		Support Case Scenario	1		
		Online Support	0		
Source of Information: WebSite & answers to several individual questionnaires			Total Score	18	


13-a	Product Informationen		Evaluation		Information
ERC M Kiosk Browser Analysis	Analytical Design Solutions, Inc.		Criteria	Points	KioWare With KioWare, clients are able to take an existing browser based application and deploy to a kiosk adding such critical kiosk functions such as an attract screen management, user session management, OS/browser security, web access management and application resetting without having to reprogram their application. The easy to use graphical Configuration Tool handles everything. KioWare also offers remote configuration using XML, so that functionality (such as attract screens on an advertising kiosk) can be reconfigured on the fly as ads change. Bottom line: browser based applications can be ported to a kiosk very economically which positively impacts the project ROI..
	Product Name KioWare		Software	12	
			Demo Version	1	
			Features	6	
	Company Office	USA	Languages	0	
	Homepage	http://www.kioware.com	Pay per Use	0	
	E-Mail:	sales@kioware.com	Remote Monitoring	2	
			Security	2	
	Version	5.0.3	Usage Statistics	1	
	Actual Release	02/2005	Costs	2	
	Installations	> 1.000	License Price	2	
	Supported OS	Windows XP,2000	Free Support	0	
	Trial Version	available	Popularity	1	
	Min. Price	US-\$ 135	Installations	1	
	Demo version: http://www.kioware.com/download.asp		Kiosk Awards	0	
Source of Information: WebSite & answers to several individual questionnaires		Service	2		
		Support Case Scenario	2		
		Online Support	0		
		Total Score	17		


13-b	Product Informationen		Evaluation		Information
ERCM Kiosk Browser Analysis	Info Touch Technologies Corp.		Criteria	Points	Surfnet Premiere / Express North America's leading provider of kiosk security and management software solutions since 1997 - Public technology company with trademarked software technology for Surfnet in the United States, Canada, Mexico and Australia - Surfnet Software Suite as the preferred Operating System (OS) in the public access industry - A profitable business model based on recurring streams of revenues - Solid track record in implementing sustainable and proven kiosk based business models - Provisioning the integration of Internet strategies with Bricks and Mortar operations across vertical sectors - HP (Hewlett Packard) holds approx. 14% equity in Info Touch - Strong strategic partnership with tier one technology companies, such as HP, Microsoft, Cisco Systems, etc.. - Strong online financials - ability to easily customize - generation of advertising revenue -multilingual capability - secure Web browsing - text/photo/video e-mail - instant messages - games, maps & directions - pre-paid store.
	Product Name Surfnet Premiere / Express		Software	13	
			Demo Version	1	
	Company Office USA		Features	5	
	Homepage http://www.infotouch.net		Languages	1	
	E-Mail: sales@infotouch.net		Pay per Use	2	
			Remote Monitoring	1	
	Version ???		Security	2	
	Actual Release 2003 (?)		Usage Statistics	1	
	Installations >15.000		Costs	0	
	Supported OS Windows XP, 2000		License Price	0	
	Trial Version available		Free Support	0	
	Min. Price US-\$ 495		Popularity	1	
	Demo version: http://www.infotouch.net/prodsol/endusesurf.asp		Installations	1	
			Kiosk Awards	0	
Service			3		
Support Case Scenario			2		
Source of Information: WebSite & answers to several individual questionnaires		Online Support	1		
		Total Score	17		



15-a	Product Informationen		Evaluation		Information
ERCM Kiosk Browser Analysis	NetShift UK		Criteria	Points	<p>NetShift Solution</p> <p>Allows secure, tamper proof and ergonomically sound public access self-service applications, now with new communications and personalisation modules: Networks of devices, monitoring, managing & optimizing remote networks worldwide - enables the creation of kiosk personalities that are fully capable of being managed by NetShift Enterprise - integrated fully configurable virtual keyboard system facilitating keyboards to be built to own design and functional specification - flexible user interface configuration is possible - remote management functionality can be easily integrated into deployed applications (subject to appropriate license conditions) - deployed networks are hugely scalable - additional support for the industry-leading plug-ins is provided - fine-grained control of the systems operating environment is possible - easy integration with NetShift Payment - improved robustness and reliability especially in transient network availability.</p> <p>"NetShift has become an industry standard for public Internet access software" due to Summit Research Associates.</p> 
			Software	10	
	Product Name	NetShift	Demo Version	0	
			Features	5	
	Company Office	UK	Languages	0	
	Homepage	http://www.netshift.com	Pay per Use	2	
	E-Mail:	enquiries@netshift.com	Remote Monitoring	2	
			Security	0	
	Version	7	Usage Statistics	1	
	Actual Release	04/2004	Costs	0	
	Installations	>30.000	License Price	0	
	Supported OS	Windows XP, NT, 2000	Free Support	0	
	Trial Version	not available	Popularity	2	
	Min. Price	no info	Installations	2	
	Demo version: not available		Kiosk Awards	0	
Service			3		
Support Case Scenario			2		
Online Support			1		
<p>Source of Information:</p> <p>WebSite; only 1 answer to several individual questionnaires</p>			Total Score	15	

15-b	Product Informationen	Evaluation		Information	
ERCM Kiosk Browser Analysis	WireSpring Technologies, Inc.		Criteria	Points	FireCast The main components of the FireCast kiosk and digital signage suite are FireCast OS and FireCast ClientCenter. Built upon a robust Linux-based architecture, FireCast OS bundles a tamper-resistant software environment, customizable user interface, secure web browser, and versatile multimedia support with a plug-and-play operating system. FireCast OS works with regular PCs or is available preinstalled on the FireCast Media Appliance. FireCast ClientCenter provides web-based remote management tools for scheduling kiosk and signage content, monitoring device status, and generating reports. Plus, the same intuitive interface can be used to manage both interactive kiosks and dynamic digital signage systems. FireCast software requires no prior knowledge of Linux, and uses a familiar graphical interface for all administrative functions. FireCast products are available worldwide through a network of value-added resellers or directly from WireSpring..
			Software	12	
	Product Name	FireCast	Demo Version	1	
			Features	5	
	Company Office	USA	Languages	0	
	Homepage	http://www.wirespring.com	Pay per Use	0	
	E-Mail:	info@wirespring.com	Remote Monitoring	2	
			Security	3	
	Version	Version 3.1	Usage Statistics	1	
	Actual Release	02/2005	Costs	1	
	Installations	> 1.000	License Price	0	
	Supported OS	Linux	Free Support	1	
	Trial Version	available	Popularity	1	
	Min. Price	US-\$ 500	Installations	1	
	Demo version: http://www.wirespring.com/Contact/index.html		Kiosk Awards	0	
Service			3		
Support Case Scenario			2		
Online Support			1		
Source of Information: WebSite & answers to several individual questionnaires		Total Score	15		


17-a	Product Informationen	Evaluation		Information	
ERC Kiosk Browser Analysis	DynaTouch Corp.		Criteria	Points	TIPS™ Kiosk Management Suite DynaTouch is renowned as an industry leader and pioneer that's been providing custom touchscreen information kiosks since 1988. DynaTouch specializes in web-enabled, database-driven multimedia information kiosks utilizing its proprietary Windows-based TIPS kiosk management software. In addition to its own line of kiosks and kiosk hardware, DynaTouch integrates software and multimedia content into a wide range of kiosks from other industry leading kiosk manufacturers. Its versatile Windows-based TIPS™ multimedia kiosks and software also satisfy a wide spectrum of information kiosk applications for other government, commercial and medical customers. TIPS kiosks enhance customer service, efficiently deliver commonly needed information around the clock, and cut administrative costs by taking advantage of proven technologies in multimedia, touchscreen access and global information exchange via the Internet.
	Product Name TIPS Kiosk Management Suite		Software	12	
		USA	Demo Version	0	
	Company Office	USA	Features	6	
	Homepage	http://www.dynatouch.com	Languages	0	
	E-Mail:	sales@dynatouch.com	Pay per Use	0	
			Remote Monitoring	2	
			Security	3	
	Version	3.01b	Usage Statistics	1	
	Actual Release	11/2004	Costs	1	
	Installations	> 1.000	License Price	0	
	Supported OS	Windows XP,2000	Free Support	1	
	Trial Version	not available	Popularity	1	
	Min. Price	modular pricing	Installations	1	
	Demo version: not available	Kiosk Awards	0		
Service		0			
Support Case Scenario		0			
Online Support		0			
Source of Information: WebSite & answer to individual questionnaire	Total Score		14		

17-b	Product Informationen	Evaluation		Information	
ERC Kiosk Browser Analysis	Opera Software ASA		Criteria	Points	Opera Kiosk Mode Opera's kiosk mode supports all these functions, and a lot more. <ul style="list-style-type: none"> • Users should not be allowed to exit the browser running the kiosk. Users should not have access to the operating system or other applications. • Users should not be able to change the browser settings, nor the system settings. • Users' privacy must be protected. • After a period of inactivity, the kiosk should reset and return to a specified home page. <p>And since kiosk mode is a superset of Opera configurations, all standard browsing functionality is intact. Kiosk mode is only available in registered versions of Opera 6 for Mac OS, Windows and Linux, and now also in registered versions of Opera 7.20 (and up) for Windows and Linux. Running Opera in kiosk mode simply means that Opera is automatically configured for use with information stands. Certain functionality has been hidden from the user, and special functions make kiosk maintenance easier.</p> <div style="text-align: right;">  </div>
			Software	7	
	Product Name	Opera Kiosk Mode	Demo Version	2	
			Features	3	
	Company Office	Norway	Languages	1	
	Homepage	http://www.opera.com	Pay per Use	0	
	E-Mail:	only via Internet	Remote Monitoring	0	
			Security	1	
	Version	7.20	Usage Statistics	0	
	Actual Release	xx/2004	Costs	2	
	Installations	> 10.000	License Price	2	
	Supported OS	Windows 98, ME, NT, XP, 2000, Linux, Mac OS	Free Support	0	
	Trial Version	available	Popularity	1	
	Min. Price	US-\$ 39	Installations	1	
	Demo version: http://www.opera.com/download		Kiosk Awards	0	
Service			4		
Support Case Scenario			2		
Online Support			2		
Source of Information: WebSite , only 1 answer to several individual questionnaires		Total Score	14		

ERC
Kiosk Browser Analysis

17-c	Product Informationen		Evaluation		Information
	Simpliciti.biz		Criteria	Points	<p>Simpliciti Locked Browser</p> <p>Ease of Use – Reliability - Software flexibility - Ability to host the browsers appearance, configuration and site restrictions on a server - Simpliciti LB and SimLd Lite deliver powerful, fast and secure lockdown of web sites and PC devices so that it can be used for Public access or focused browsing - It Includes a browse mode with full screen or optional navigation buttons, attract mode and configuration mode - This is the most secure and easiest to configure solution on the market today - Currently In use in libraries, Government, Retail stores, Universities and Healthcare and kiosks - Many additional sample interfaces are available.</p>
			Software	8	
	Product Name	Simpliciti Locked Browser	Demo Version	2	
			Features	3	
	Company Office	Canada	Languages	0	
	Homepage	http://www.simpliciti.biz	Pay per Use	0	
	E-Mail:	info@simpliciti.biz	Remote Monitoring	0	
			Security	3	
	Version	Version 1.071	Usage Statistics	0	
	Actual Release	03/2004	Costs	2	
	Installations	> 1.000	License Price	2	
	Supported OS	Windows 98, ME, NT, 2000, XP	Free Support	0	
	Trial Version	available	Popularity	1	
	Min. Price	US-\$ 49.95 – 79.95	Installations	1	
			Kiosk Awards	0	
Demo version: http://www.simpliciti.biz/intro_download.htm		Service	3		
		Support Case Scenario	2		
		Online Support	1		
Source of Information: WebSite & answers to several individual questionnaires			Total Score	14	




20-a	Product Informationen	Evaluation		Information	
ERCM Kiosk Browser Analysis	CyberD (UK).com Ltd		Criteria	Points	Cyt-Lox 2005 CyberD have produced a range of kiosk and secure browsers available off the shelf. By virtue of the component based development model CyberD can easily tailor new or existing systems to suit the customers' requirements - Simplicity and price. Cyt-Lox 2005: High security - low cost, disability access for the visually impaired. Kiosk XK: note & coin Evaluation, smart card reading, reverse filtering system, keyboard & mouse security, automated shutdown and wake up of the system, remote file distribution, automated credit and usage logs, CyberDyner Advertising Engine
			Software	8	
	Product Name	Cyt-Lox 2005	Demo Version	1	
			Features	3	
	Company Office	UK	Languages	0	
	Homepage	http://www.cyberd.co.uk	Pay per Use	2	
	E-Mail:	Frank@cyberd.co.uk	Remote Monitoring	0	
			Security	2	
	Version	???	Usage Statistics	0	
	Actual Release	01/2005	Costs	1	
	Installations	> 1.000	License Price	1	
	Supported OS	Windows 2000, XP	Free Support	0	
	Trial Version	available	Popularity	1	
	Min. Price	Pound 99.95	Installations	1	
	Demo version: http://www.cyberd.co.uk/support/index.htm		Kiosk Awards	0	
Service			3		
Support Case Scenario			2		
Online Support			1		
Source of Information: WebSite & answers to several individual questionnaires		Total Score	13		


20-b	Product Informationen	Evaluation		Information	
ERC Kiosk Browser Analysis	Rocky Mountain Multimedia, Inc.		Criteria	Points	<p>Kiosk-in-a-Box</p> <p>"Kiosk-in-a-Box" is a software application development tool that allows a non-programmer to quickly create fully functional interactive touch screen kiosk applications with drag and drop ease. The program assumes that the user has {at least a little bit of} exposure on how to generate computer graphics.</p> <div data-bbox="1525 600 1861 1059" data-label="Image"> </div>
	Product Name Kiosk-in-a-Box		Software	12	
			Demo Version	2	
			Features	7	
	Company Office	USA	Languages	0	
	Homepage	http://www.rockmedia.com	Pay per Use	2	
	E-Mail:	heyliqer@rockmedia.com	Remote Monitoring	0	
			Security	1	
	Version	Level 4	Usage Statistics	0	
	Actual Release	12/2004	Costs	0	
	Installations	> 250	License Price	0	
	Supported OS	Windows 98, NT, ME, 2000, XP	Free Support	0	
	Trial Version	available	Popularity	0	
	Min. Price	US-\$ 495	Installations	0	
	Demo version: http://www.rockmedia.com/kbox.html		Kiosk Awards	0	
Service			1		
Support Case Scenario			0		
Online Support			0		
Source of Information: WebSite; never answered to several individual questionnaires		Total Score	13		


**ERC
Kiosk Browser Analysis**


22	Product Informationen		Evaluation		Information
ERC Kiosk Browser Analysis	BERATA GmbH		Criteria	Points	st@geMaster surfterminal integrated watchdog, parallel payment possibilities (debit card, coins) or mixed, individual skins per URL, control of external apps via powerful APIs, central administration and actualisation of the stageMaster clients via stageMaintenance Servers (status, content, incl. automatic updates), URL filter with negative and positive list.
			Software	9	
	Product Name	st@geMaster surfterminal	Demo Version	1	
			Features	4	
	Company Office	Germany	Languages	1	
	Homepage	http://www.stagemaster.net	Pay per Use	1	
	E-Mail:	info@berata.com , info@stagemaster.net	Remote Monitoring	0	
			Security	1	
	Version	3.2 build 625	Usage Statistics	1	
	Actual Release	Xx/2003/4	Costs	1	
	Installations	> 1.000	License Price	1	
	Supported OS	Windows NT, XP, 2000	Free Support	0	
	Trial Version	available	Popularity	1	
	Min. Price	Euro 149	Installations	1	
	Demo version: http://www.stagemaster.net/download.html		Kiosk Awards	0	
			Service	1	
Support Case Scenario			1		
Online Support			0		
Source of Information: WebSite & answers to several individual questionnaires		Total Score	12		





23-a	Product Informationen		Evaluation		Information
ERC Kiosk Browser Analysis	Arlington Technology Pty Ltd.		Criteria	Points	Arlington Kiosk Browser Turn any PC into a secure public kiosk Arlington Kiosk Browser (AKB) is a secure and customizable web browser, enabling it to be used for a wide range of purposes from full PC lockdown (eg. kiosk setup), regulated access to acceptable sites (eg. for businesses or schools), or to full internet access, or as a presentation tool (in a store, public area or in a lobby) - Apart from restricted site access, some of the other configurable options include logging of web sites accessed, prevention of file downloads and the ability to customise the toolbar and include your company logo - Coupled with this flexibility, AKB can be tailor-made to suit your business.
	Product Name Arlington Kiosk Browser		Software	7	
			Demo Version	2	
			Features	2	
	Company Office	Australia	Languages	1	
	Homepage	http://www.arlington.com.au	Pay per Use	0	
	E-Mail:	sales@arlington.com.au	Remote Monitoring	0	
			Security	2	
	Version	8.3x	Usage Statistics	0	
	Actual Release	xx/2004	Costs	2	
	Installations	> 250	License Price	2	
	Supported OS	Windows 98, NT, 2000, XP	Free Support	0	
	Trial Version	available	Popularity	0	
	Min. Price	US-\$ 35 - 55	Installations	0	
	Demo version: http://www.arlington.com.au/akb/download.htm		Kiosk Awards	0	
Service			2		
Support Case Scenario			0		
Online Support			2		
Source of Information: WebSite ; never answered to several individual questionnaires		Total Score	11		


23-b	Product Informationen	Evaluation		Information	
ERC Kiosk Browser Analysis	NetBooth Corporation		Criteria	Points	KIOSKSOFTWARE KioskSoftware is a secure browser that allows web browsing in a controlled environment. It can be configured to allow full or restricted web browsing. The software can interface with a variety of devices such as card readers, bill acceptors, barcode readers, and ticket printers. All URL navigation and cash or credit transactions are logged to a remote database. The browser also supports the hosting of third party applications such as AOL and AIM without compromising kiosk security. It features full multimedia capabilities as well as dual monitor support. 
	Product Name KIOSKSOFTWARE		Software	8	
			Demo Version	0	
			Features	4	
	Company Office	USA	Languages	0	
	Homepage	http://www.kiosksoftware.com , http://www.netbooth.com	Pay per Use	2	
	E-Mail:	sales@netbooth.com	Remote Monitoring	0	
			Security	2	
	Version	???	Usage Statistics	0	
	Actual Release	07/2004	Costs	1	
	Installations	> 250	License Price	0	
	Supported OS	Windows XP, 2000	Free Support	1	
	Trial Version	not available	Popularity	1	
	Min. Price	US-\$ 585	Installations	0	
	Demo version: not available		Kiosk Awards	0	
			Service	1	
Support Case Scenario			1		
Online Support			0		
Source of Information: WebSite ; never answered to several individual questionnaires		Total Score	11		


23-c	Product Informationen		Evaluation		Information
ERCM Kiosk Browser Analysis	WebRaiser Technologies, Inc.		Criteria	Points	<p>Total Self Service Enterprise Suite (TSS) the most powerful “do it yourself” software on the market</p> <p>TSS is a complete solution that addresses the needs of application developers, network administrators, owner/operators and end users. TSS is a complete solution designed to provide you flexibility so you can reach your business objectives faster, and cost effectively. TSS Enterprise is an open platform engineered into three parts that work in synergy with each other, and independently with your preferred implementation tools. TSS allows you to choose the components you need to rapidly develop, securely deploy and efficiently manage diverse technologies and applications, giving you complete access and control of your kiosk strategy.</p> <p>TSS Self Service Enterprise Suite has been nominated as finalist for the “4th Annual KioskCom.com Interactive Kiosk Excellence Award 2005” in the category “Best Kiosk Software (Toolkit)”-</p> 
			Software	8	
	Product Name	Total Self Service Enterprise Suite (TSS)	Demo Version	1	
			Features	3	
	Company Office	USA	Languages	0	
	Homepage	http://www.webraiser.com	Pay per Use	2	
	E-Mail:	info@webraiser.com	Remote Monitoring	1	
			Security	2	
	Version	???	Usage Statistics	0	
	Actual Release	xx/2003 (?)	Costs	0	
	Installations	> 1.000	License Price	0	
	Supported OS	Windows 98,XP	Free Support	0	
	Trial Version	available	Popularity	1	
	Min. Price	no info	Installations	1	
	Demo version: http://www.webraiser.com/downloads.html		Kiosk Awards	0	
Service			2		
Support Case Scenario			0		
Online Support			2		
<p>Source of Information: WebSite; never answered to several individual questionnaires</p>			Total Score	11	

23-d	Product Informationen		Evaluation		Information
ERC Kiosk Browser Analysis	Working Solutions (Creative IT) Ltd.		Criteria	Points	<p>Acquire</p> <p>Acquire has been used in-house for 3 years by Working Solutions and is now so enhanced that the system allows any developer to make a kiosk application in as little as a matter of hours or less!</p> <p>Recognition of users via PIN code or Card and then reloading of Cookies, Favourites + Preferences. Provides onscreen keyboard for touchscreen-only kiosks, easily branded frame to keep instore/site branding consistent - Allows the playing of multiple media types on a single screen, Web browser is just one of the possible media types supported - No longer restricted to square frames, can use any shape to display media, no need to re-render media for different screen resolutions, frees designers from traditional constraints of browser only solutions. Acquire manages the distribution of the content to all you remote kiosks either through manual deployments or to networked kiosks using our secure PLUS network. Of course Acquire also integrates with our existing Kiosk monitor solution for remote monitoring and maintenance if required.</p> 
	Product Name Acquire		Software	7	
			Demo Version	0	
			Features	2	
	Company Office	UK	Languages	0	
	Homepage	http://www.working-solutions.co.uk , http://www.digital-multimedia.tv	Pay per Use	2	
	E-Mail:	sales@working-solutions.co.uk , sales@digital-multimedia.tv	Remote Monitoring	2	
			Security	0	
	Version	2.0	Usage Statistics	1	
	Actual Release	02/2004	Costs	0	
	Installations	> 250	License Price	0	
	Supported OS	Windows 2000, XP	Free Support	0	
	Trial Version	not available	Popularity	0	
	Min. Price	Pounds 190	Installations	0	
	Demo version: not available		Kiosk Awards	0	
Service			4		
Support Case Scenario			2		
Online Support			2		
<p>Source of Information:</p> <p>WebSite; only 1 answer to several individual questionnaires</p>			Total Score	11	

27	Product Informationen	Evaluation		Information	
ERCM Kiosk Browser Analysis	St. Clair Interactive International, Inc.		Criteria	Points	KIOSK ADMINISTRATOR, WEB WRAP St. Clair Interactive Communications is a pioneering designer, developer and producer of interactive touch screen self-service transaction applications. Its client list spans the globe and includes major companies in the retail, telecommunications, financial services, manufacturing, health care, transportation, education and public utilities sectors. Since it was established in 1983, St. Clair has delivered more than 460 interactive multi-media projects, each developed for specific business applications and each using its own combination of hardware / software / network / data / user interfaces. WEB WRAP is 180° different from kiosk browser products. It starts with the St. Clair kiosk operations software and a friendly user interface. It blends local and remote functionality to provide the best combinations for the kiosk environment. KIOSK ADMINISTRATOR is a kiosk resident component "agent", which polls and monitors the application and devices. The component also has the functionality to take remedial action and provide log based information.
	Product Name Kiosk Administrator, WEB Wrap		Software	6	
			Demo Version	0	
			Features	1	
	Company Office	Canada	Languages	0	
	Homepage	http://www.stclair.ca	Pay per Use	2	
	E-Mail:	info@stclair.ca	Remote Monitoring	2	
			Security	0	
	Version	V 7.0	Usage Statistics	1	
	Actual Release	xx/2004	Costs	0	
	Installations	> 1.000	License Price	0	
	Supported OS	Windows XP, NT	Free Support	0	
	Trial Version	not available	Popularity	2	
	Min. Price	Euro 2.800	Installations	1	
	Demo version: not available		Kiosk Awards	1	
Service			2		
Support Case Scenario			1		
Online Support			1		
Source of Information: WebSite; only 1 answer to several individual questionnaires		Total Score	10		

28	Product Informationen	Evaluation		Information	
ERCM Kiosk Browser Analysis	Apunix Computer Services		Criteria	Points	<p>Apunix WebKiosk / Kiosk Engine</p> <p>A secure, robust, reliable, manageable, and easily maintainable operating system for your kiosk system - This Linux-based OS has been custom tailored and enhanced by Apunix to have just the features needed for complete remote management, administration, and diagnosis but without the bloat of unneeded software and utilities - Included are a kiosk friendly, light-weight web browser based on Mozilla but with a customized kiosk chrome (look and feel) for easier to use scroll bars and a configurable tool-bar allowing only the types of operations you need - The only function that the basic Apunix Web Kiosk does is: take html code from an IP and display it on a screen (Touch) - Drivers are available for printer, on screen keyboard, MSR, Barcode reader, Prox Sensor, Bill Acceptor, Coin Acceptor and RFID Reader.</p> <p>WebKiosk data sheet: http://www.apunix.com/sales_docs/pdfs/webkiosk2.pdf</p> <p>Apunix Computer Services has been nominated as finalist for the "4th Annual KioskCom.com Interactive Kiosk Excellence Award 2005" in the category "Best Kiosk Software (Toolkit)"-</p> <div data-bbox="1361 1145 2033 1359" style="text-align: center;">  </div>
	Software			6	
	Product Name	Apunix WebKiosk	Demo Version	0	
			Features	2	
	Company Office	USA	Languages	0	
	Homepage	http://www.apunix.com	Pay per Use	2	
	E-Mail:	sales@apunix.com	Remote Monitoring	1	
			Security	0	
	Version	???	Usage Statistics	1	
	Actual Release	01/2004	Costs	0	
	Installations	> 1.000	License Price	0	
	Supported OS	Linux	Free Support	0	
	Trial Version	not available	Popularity	2	
	Min. Price	no info	Installations	1	
	Demo version: not available		Kiosk Awards	1	
Service			1		
Support Case Scenario			0		
Online Support			1		
<p>Source of Information: WebSite; only 1 answer to several individual questionnaires</p>		Total Score	9		

29	Product Informationen	Evaluation		Information	
ERCM Kiosk Browser Analysis	IDS Engineering		Criteria	Points	Xpedient Xpedient is a Generalized Kiosk Software product that allows to control the screen appearance and product / service offerings presented to customers. The main corporate system controls all kiosks and applications running on the kiosks. It also receives statistics and transactions activities from all kiosks in the system . Xpedient is a ground-up, end-to-end kiosk management suite. The easy-to-use applications allow to quickly build, deploy, manage and track a kiosk-driven solution. From local micro-business to international enterprise and provides a hassle-free, convenient interface to both company and consumer.
	Software		Demo Version	5	
	Product Name	Xpedient	Features	0	
	Company Office	USA	Languages	1	
	Homepage	http://www.idsengineering.com	Languages	0	
	E-Mail:	mgolway@idsengineering.com	Pay per Use	1	
	Version	???	Remote Monitoring	2	
	Actual Release	11/2004	Security	0	
	Installations	> 250	Usage Statistics	1	
	Supported OS	Windows XP,2000	Costs	0	
	Trial Version	not available	License Price	0	
	Min. Price	no info	Free Support	0	
	Demo version: not available		Popularity	0	
			Installations	0	
			Kiosk Awards	0	
Service			3		
Support Case Scenario			2		
Source of Information: WebSite ; never answered to individual questionnaire		Total Score	8		

30	Product Informationen		Evaluation		Information
ERCM Kiosk Browser Analysis	QCL Solutions		Criteria	Points	SECURE BROWSER QCL have developed a secure Internet browser that allows organisations to control access to the Internet. This browser is ideal for use by retailers who wish to provide customers with secure access to the web within the store environment. It provides the retailer with the ability to control what a user can access from an internet PC or terminal. All the system configuration files can be stored on a central server to provide remote management of the Internet settings. QCL also provide the ability to restrict certain keyboard functions (when present) to prevent unauthorised users effecting system changes. This robust, scalable reliable product is in use by some of the major retailers in the UK.
	Product Name Secure Internet Browser		Software	6	
			Demo Version	0	
	Company Office UK		Features	2	
	Homepage http://www.QCL-solutions.com		Languages	0	
	E-Mail: info@QCL-Solutions.com		Pay per Use	0	
			Remote Monitoring	1	
	Version ???		Security	2	
	Actual Release 02/2004		Usage Statistics	1	
	Installations > 250		Costs	0	
	Supported OS Windows XP,2000		License Price	0	
	Trial Version not available		Free Support	0	
	Min. Price ???		Popularity	0	
	Demo version: not available		Installations	0	
			Kiosk Awards	0	
Service			0		
Support Case Scenario			0		
		Online Support	0		
Source of Information: WebSite ; never answered to individual questionnaire			Total Score	6	

© ERCM, April 2005

Dipl.-Volkswirt Eckhard Reimann
"E.REIMANN:CUSTOMERIZED M@RKETING (ERCM)"
DIE Strategieberatung für erfolgreiches Kiosk-Marketing
Referent E-Kiosk im BVDW
Mauerfeldstr. 89
D-61440 Oberursel (Ts)
Fon: (06171) 98 26 73
Fax: (06171) 98 26 74
Mobil: 0171 - 23 797 33
eMail: E.Reimann@ERCM.de
<http://www.ERCM.de>